

Newsletter, September 2008

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Welcome

Welcome to the first issue of the Rhode Island Quality Institute (RIQI) Newsletter.

RIQI is at a very exciting and important stage in its development. Several initiatives that have taken years of intense collaborative effort are now coming to fruition. The RIQI Board recently signed two contracts with the State of Rhode Island and is now officially designated as the state's Regional Health Information Organization (RHIO) responsible for building and managing **currentcare**, Rhode Island's statewide health information exchange. In addition, legislation drafted by RIQI (The Health Information Exchange Act of 2008) was passed in June and pilot enrollment activities for **currentcare** are already underway.

These achievements signal the beginning of the next phase of development and growth for RIQI and will create new opportunities and challenges for our volunteer committees, Board members, staff, and our network of collaborative partners throughout the state.

We are proud of the very real and measurable progress we are making and excited about the statewide momentum that is building in support of our initiatives. Please take a few moments to read this month's newsletter to learn more about what's happening at RIQI.

New Rhode Island Law to Facilitate & Safeguard Sharing of Patient Information

Legislation passed by the Rhode Island General Assembly in June will facilitate and safeguard the sharing of patient information and make the state a national leader in the effective use of health information technology to improve patient care.

Sponsored by Senate Majority Leader M. Teresa Paiva Weed (D-Dist. 13, Jamestown, Newport) and House Representative Peter F. Kilmartin (D-Dist. 61, Pawtucket), the [Rhode Island Health Information Exchange Act of 2008](#) creates strong patient privacy and data security protections for information shared through **currentcare**, Rhode Island's Health Information Exchange (HIE) - a secure electronic network that, when fully implemented, will give doctors and other health care providers access to the most up-to-date health information so patients can receive the best possible care.

This new law creates numerous explicit consumer safeguards including:

- Clear language that participation in the HIE is voluntary - both consumers and providers get to choose whether or not to participate
- The ability to obtain a copy of a Disclosure Report detailing what entities have accessed a patient's confidential health care information in the HIE
- Notification of any breach of security of the HIE
- The right to terminate participation in the HIE
- The right to request that inaccurate HIE information be corrected
- Strong data security procedures
- Stiff penalties for anyone convicted of misusing data in the system
- Oversight by the Department of Health
- The creation of an HIE Advisory Commission to the Department of Health to provide community input into the use of confidential health care information in the HIE

This legislation was the product of a comprehensive and broad-based community engagement process led by RIQI that included consumers, consumer advocate organizations, physicians and other providers, insurers, hospitals, universities, employers, and state officials.

A bill signing ceremony will be held on Monday, September 29th at the State House. Governor Carcieri will conduct the ceremonial signing of the legislation at the event. He will be joined by Senator Whitehouse, Congressman Kennedy, and other speakers and guests. The law takes effect in March of 2009.

RIQI Appoints New Board Members

RIQI has announced the appointment of three new members to our Board of Directors. Each of these individuals brings a unique perspective and valuable experience to the RIQI board. Their dedication and leadership will help advance RIQI's mission of significantly improving the quality, safety and value of health care in Rhode Island.



Raymond Bandusky, Executive Director, RI Disability Law Center

Raymond L. Bandusky has been the Executive Director of the Rhode Island Disability Law Center (RIDLC) since 1993. RIDLC is the independent, nonprofit corporation designated to implement the federal Protection and Advocacy System for the State of Rhode Island. He is also Vice Chair of the Consumer Advisory Committee of the Rhode Island Quality Institute and has served on the Committee since 2006.



Adelita Orefice, Deputy Secretary Executive Office of Health & Human Services (ex-officio)

Adelita S. Orefice serves as the Deputy Secretary for the Executive Office of Health and Human Services for the State of Rhode Island. Appointed in January 2008 by Governor Donald L. Carcieri, Ms. Orefice is responsible for the oversight and management of five cabinet level departments: Human Services; Health; Children, Youth and Families; Mental Health, Retardation and Hospitals; and Elderly Affairs.



Laurie White, President, Greater Providence Chamber of Commerce

Laurie White is President of the Greater Providence Chamber of Commerce, Rhode Island's oldest and largest business advocacy association. In that capacity, Laurie is responsible for the development of the Chamber's program of work, organizational structure, budget and long range plan for its 2,700 member companies. She has been

President of the Chamber since October 2005.

RIQI Welcomes New Staff Members

Karen Cwiek, Data Manager

We are very pleased to welcome Karen Cwiek to RIQI as **currentcare's** Data Manager. Karen comes to us with a wealth of experience as a Senior Manager of Data Operations and Operations Management Consultant with Channel Intelligence, Inc. in Celebration, Florida.

Karen has expertise in areas critical to the success of **currentcare**, including data mapping and analysis, resolution of ambiguous matches and record merging, quality control and management of operational teams. She is also a certified Six Sigma Blackbelt in Operational Excellence, and has a Master of Science degree in Management from Lesley College. We're very happy that Karen has joined us.

Jennie Chiller, Health IT Adoption Manager

We are very pleased to announce the hiring of Jennie Chiller as the new RIQI Health IT Adoption Manager. Ms. Chiller was formerly Manager of Operations and Training at NaviMedix . She comes to RIQI with a Master's degree in Social Work from the University of Chicago, as well as expertise in overseeing quality control, productivity, and implementation of deployment and utilization initiatives as well as experience in acting as a liaison between end-users and technology teams to ensure that the expectations of the NaviMedix end user community were met. Jennie was selected from a field of strong candidates and we are delighted to welcome her to RIQI.

Tracy Feeney, Technical Director

We are very pleased to welcome Tracy Feeney to RIQI as **currentcare's** Technical Director. Tracy's background includes fourteen years of experience in managing technology initiatives. She was a Director and Project Lead within the Solution Delivery division of Covansys Corporation where she had a wide range of responsibilities such as direct project management including preparation and management of project schedules and budgets, risk assessment/mitigation and business process assessment and

reengineering. A graduate of Georgetown University, she also has expertise in application development and integration and product lifecycle management. We are very enthused about Tracy coming on board in this key role.

Geri Guardino, Enrollment Specialist

We are also very pleased to welcome Geri Guardino to RIQI as **currentcare's** Enrollment Specialist. Geri comes to us with strong managerial, operational and project management skills. Her experience includes her position as Assistant Director of the Human Resource Investment Council (HRIC), where she provided oversight for an annual budget and program portfolio of over \$12 million of workforce development funding. Geri also served as the Deputy Chief of Staff for former Governor Lincoln Almond and she is nearing completion of her Master's Degree in Health Care Administration at Roger Williams University. We're very happy to welcome Geri to RIQI.

RIQI Seeks to Improve EMR Adoption & Use

RIQI, in partnership with COMSORT, Inc. completed a statewide study of physicians' perceptions regarding EMR adoption. By understanding the barriers and drivers that physicians face with regard to EMR adoption, we can put better strategies in place that will promote EMR adoption across the state and improve quality of care.

The development of an overarching plan is underway that identifies RIQI's role and strategies in increasing EMR adoption and effective use in Rhode Island in collaboration with our community partners. Elements of the plan include process and outcome metrics to monitor the success of this initiative and the identification of the appropriate committee composition to steer the process. We are working with Reid Coleman, MD, Chair of the Health IT Adoption Committee on the development of this plan. Jennie Chiller, RIQI's new HIT Adoption Manager, who joined us on June 16th, will play a key role in staffing the activities of the plan.

RIQI Committee Spotlight: Health IT Adoption Committee

The Clinical IT Leadership Steering Committee has been renamed the "Health IT Adoption Committee" to better reflect the charge and role of this committee.

The Health IT Adoption Committee serves as the responsible committee for RIQI's strategies regarding EMR adoption and effective use. The committee recently reviewed the list of physician leaders that were identified from the RIQI EMR Adoption Study as those that other physicians in Rhode Island look to for guidance. The study hopes that the approaches that have succeeded in spreading successful innovation in other settings works for EMRs.

The committee selected a sample set of 16 physicians in various phases of the adoption continuum with both positive and negative views of their experience. Interviews with this physician sample were completed so that we can appropriately construct messages and develop tactics that address barriers to adoption. Strong themes from the interviews have emerged around selecting, purchasing, and implementing an EMR. The interviews provided significant detail regarding these themes which will guide the development of diffusion strategies. The development of tailored messages and tactics

that will be diffused through the physician community is now underway.

Introducing **currentcare**



currentcare is Rhode Island's health information exchange, a secure electronic network that will allow authorized medical professionals to access their patients' most up-to-date health information via an integrated web-based portal.

Initially, **currentcare** will include laboratory information from Lifespan, East Side Clinical, and Department of Health laboratories, as well as medication history information from retail pharmacies. Eventually, **currentcare** will include additional types of health information like radiology reports and discharge summaries and we will engage a broader spectrum of data sharing partners - the goal is to connect the entire state.

There is no cost for participating in **currentcare** as it is funded by state and federal grants as well as contributions from major health care providers and insurers.

Patients must choose to enroll *before* their health information begins to be available through **currentcare** from participating data sources. Once patients enroll, their health information will start to aggregate within **currentcare**. That's why it is critical to build early enrollment of patients in order to maximize the clinical value of **currentcare** for providers.

The first wave of enrollment activities for **currentcare** are now underway and include:

- 25,000 letters sent to Medicaid beneficiaries
- Rhode Island providers will be notified via blast fax and blast email
- On-site enrollment at Thundermist Health Center

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